

2013 MAY 15 AM 11:06



AGENDA REPORT

TO: DEANNA J. SANTANA
CITY ADMINISTRATOR

FROM: Sara Bedford

SUBJECT: Paratransit Measure B Funds
For FY 2013-2014

DATE: May 1, 2013

City Administrator
Approval

Date

5/1/13

COUNCIL DISTRICT: City-Wide

RECOMMENDATION

Staff recommends that the City Council adopt a resolution authorizing the City Administrator to apply for, accept, and appropriate Measure B Pass-Through Funds in the amount of \$947,481 and Measure B Gap Grant Funds up to \$92,500 from the Alameda County Transportation Commission (ACTC) for fiscal year 2013-2014 to provide Paratransit Services; and authorizing the City Administrator to negotiate and execute reimbursement agreements in amounts of: 1) \$380,000 to V.I.P. Express Transport, Inc., 2) \$200,000 to Friendly Transportation, Inc. dba Friendly Transportation, Friendly Cab Company, Metro Yellow Cab Company and Yellow Cab Company, and 3) \$200,000 to Veterans Transportation, Inc. dba Veterans Transportation and Veterans Cab Company; and authorizing the City Administrator to execute amendments to the agreements for any additional amounts received under Measure B or reallocation of funds without returning to City Council.

EXECUTIVE SUMMARY

The Alameda County Transportation Commission requires that eligible Measure B recipients, such as the City of Oakland, receive annual City Council approval in order to receive and administer Measure B funds to provide non-mandated paratransit services aimed at improving the mobility of seniors and persons with disabilities within respective service areas.

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OUTCOME

Approval of the Resolution will authorize the City Administrator to apply for, accept and appropriate Measure B sales tax revenue from the Alameda County Transportation Commission (ACTC) on the behalf of Oakland Paratransit for the Elderly and Disabled Program (OPED) in order to continue to provide subsidized taxi and accessible van transportation services for adults with disabilities and senior residents age 70 and older through reimbursement agreements with local transportation providers.

BACKGROUND/LEGISLATIVE HISTORY

Program History

The City of Oakland began operating city-based paratransit services in 1978 with State Transportation Development Act (TDA 4.5) funds, which was later supplemented with Alameda County's Measure B half cent sales tax after voters approved it in November 1986, for administration by the Alameda County Transportation Authority (ACTA).

The Americans with Disabilities Act (ADA), effective July 26, 1990, mandates that all public transit operators provide complementary paratransit services for persons who cannot use fixed route transit due to a disability. To fulfill these requirements, AC Transit and BART, major public transit operators in this service area, formed the East Bay Paratransit Consortium (EBP) and developed a Coordinated Paratransit Plan. Historically, East Bay Paratransit has been the primary paratransit provider in Alameda County.

In December 1996, Oakland began offering a new supplemental paratransit service funded by Measure B funds solely. The program was designed to meet the needs of Oakland residents who require assistance beyond the parameters of the Consortium's program. To date, the City of Oakland has contracted with taxicab companies and wheelchair accessible van companies to provide its service.

The reauthorization of Measure B, through 2022, was approved by voters in November 2000 and administered by the Alameda County Transportation Improvement Authority (ACTIA) and then newly-formed Alameda County Transportation Commission (ACTC) as of July 2010.

The funds have been divided among the four zones of the County (North, Central, South and East) by legislation. The Measure B paratransit service dollars are allocated to cities by region within Alameda County on a formula basis. Under the second measure, the City of Oakland received the largest allocation of 70.45% of North County's share, to serve both Oakland and Piedmont residents, based on the following funding formula that includes 2000 U. S. Census data and, at the time, the most recent SSI data for Oakland residents:

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5-15 with disability	16-64 with disability	65 and over with disability	Age 65-79	80 and over	SSI recipients 18+
2,808	25,719	10,962	30,629	18,960	20,008

The funding formula has been revised for five fiscal years, FY 2012-2013 through FY 2016-2017, based on updated data from the 2010 US Census. In addition, the Alameda County Transportation Commission has approved the utilization of 2009 American Community Survey (ACS) Income Data as a replacement for SSI Data. Therefore, Oakland will receive 67.62% of North County's allocation instead of 70.45% based on a downward shift in the low-income population illustrated in the current data. The new funding formula is as follows for Oakland:

Age 70-79	Age 80+	Age 80+ times 1.5	Household earning <\$20,000
17,541	13,399	20,099	35,014

City Goal Alignment

The City of Oakland's Comprehensive Plan for Seniors (2002 update), states that the City should give priority to elderly population groups with special needs, including the vulnerable and frail elderly. Transportation was rated the fifth most important issue overall to Oakland seniors. Oakland Paratransit services respond to the recommendations for transportation and giving priority to the elderly who are vulnerable and frail.

In addition, the Department of Human Services has collaborated with Alameda County, AC Transit, BART and other entities to develop Americans with Disabilities Act (ADA) compatible and non-ADA paratransit services for seniors and persons with disabilities.

Program Contracting

Historically, the City has waived the requirement for an RFP or RFQ process because the agreements are not professional services contracts. The City of Oakland contracts, on a non-exclusive basis, with any taxi and van company that provides paratransit services for the elderly and disabled, has a minimum fleet of five or more vehicles, is permitted to provide service in Oakland, and meets the City's other requirements for paratransit services. Each recommended taxi and wheelchair accessible van company meets all applicable laws and regulations and complies with City contracting requirements such as possession of appropriate business permits, proof of vehicle insurance, worker's compensation insurance, drug and alcohol testing for drivers, driver's training and other outlined conditions. Staff has determined that the

recommended companies providing taxi and/or wheelchair van services meet all necessary requirements.

ANALYSIS

Staff does not foresee any significant concerns or key issues that will adversely impact Oakland Paratransit for the Elderly and Disabled Program to function at full capacity for the upcoming fiscal year.

Services will be available city-wide to eligible applicants. At the time of this report, client enrollment was 1,157 and reflected as follows:

Registered Riders by Zip Code*				Registered Riders by Race/Ethnicity:
94601	6.5%	94609	5.0%	African American (48.0%), Asian/Pacific Islander (14.0%), Caucasian (29.0%), Hispanic (4.0%), Native American (1.0%) Other (2.0%) Not Identified (2.0%)
94602	5.7%	94610	8.8%	
94603	4.0%	94611	13.9%	
94605	11.0%	94612	10.5%	
94606	6.5%	94618	2.7%	
94607	6.7%	94619	3.6%	
94608	7.6%	94621	4.6%	

* Less than 1% representation respectively in other areas.

PUBLIC OUTREACH/INTEREST

Program status and activities are continually captured and made available to the public annually by the Alameda County Transportation Commission through the following requirements:

- Annual article publication in a mass generated print or electronic medium;
- Submission of a year-end program report that is accessible to the public;
- Submission of a year-end compliance report and independent audit that is accessible to the public;
- Participation in Technical Advisory Committee (TAC) meetings that are open to the public; and
- Participation and attendance at Paratransit Advisory and Planning Committee (PAPCO) meetings that is open to the public.

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Staff also continues to attend and participate in meetings held by the Mayor's Commission on Persons with Disabilities and the Mayor's Commission on Aging. Annual presentations are made for these respective commissions for outreach and feedback from the commissioners and the general public that is considered in annual program planning.

Additional consumer input has been derived through verbal and written feedback, as well as information solicited through the OPED's annual survey process.

COORDINATION

in preparation of this report and resolution, the City Attorney's Office, Budget Office, DHS fiscal services, DHS Interim Director, and the Aging & Adult Services Manager have been consulted.

COST SUMMARY/IMPLICATIONS

1. AMOUNT OF RECOMMENDATION/COST OF PROJECT:

Project Delivery	\$1,161,080
	-
Total Project Costs	\$1,161,080

2. COST ELEMENTS OF AGREEMENT/CONTRACT:

Sub Project/Phases	
Management	\$360,024
Customer Service/Outreach	\$119,184
Transportation Service	\$681,872
TOTAL AGREEMENT/CONTRACT AMOUNT	\$1,161,080

3. SOURCE OF FUNDING:

The FY 2013-2014 Adopted Policy Budget for Oakland Paratransit for the Elderly and Disabled Program includes the Measure B pass-through fund allocation and projected fare revenue. The pass-through funding of \$947,481 and projected fare revenue of \$121,000 will be deposited to Measure B Paratransit – ACTC Fund (2213), Oakland Paratransit for the Elderly, Disabled Organization (75621), OPED Administration Project (G462410), OPED Taxi Project (G462420), and OPED Van Project (G462430).

Measure B Gap Grant funds up to \$92,500 that Oakland will receive from ACTC for FY 2013-2014 will be deposited to Measure B Paratransit – ACTC Fund (2213), Oakland Paratransit for the Elderly, Disabled Organization (75621), OPED Gap Project (TBD).

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4. FISCAL IMPACT:

Historically, the City Council has waived all Central Services Overhead (CSO) charges levied against senior program grants. Oakland Paratransit has had its CSO waived since 1978 and a waiver is necessary for the FY 2013-14.

A full waiver of all Central Services Overhead charges is required, in an estimated amount of \$80,031. A waiver is necessary due to limited funding and administrative cost restrictions for grant funding. The waiver does impact the General Purpose Fund in that it reduces potential "recovery" amounts.

The funding for OPED contracts is included in the FY 2013-2014 Adopted Policy Budget under Department of Human Services, Measure B Paratransit – ACTC Fund (2213 75621 G462410 - G462430 YS14).

There is no additional fiscal impact on the General Purpose Fund.

PAST PERFORMANCE, EVALUATION AND FOLLOW-UP

The vendors recommended herein have been utilized for service delivery for several years. They have all performed at a satisfactory level with a consistent track record for safety and customer satisfaction. They are well versed in the program's policies and procedures and submit legible and organized invoices for reimbursement. Combined, they provided 31,018 passenger trips during FY 2011-2012.

Independent of staff evaluation, OPED relies on informal feedback from many of the riders through office visits, phone calls, and letters that informs staff of unmet needs, customer service experiences and overall impressions of the program.

In addition, staff conducts an annual mail survey of all riders to gain additional qualitative information. The survey was developed for the collection of information for City Council, Alameda CTC and the Paratransit Advisory and Planning Committee (PAPCO). The survey for FY 2012-2013 will be conducted in May. The FY 2011-2012 survey and results are provided herein as *Attachment A*.

SUSTAINABLE OPPORTUNITIES

Economic: Funds from Measure B will be used for contracts with local vendors to improve current paratransit services. Vendors will subscribe to the City's Living Wage Ordinance.

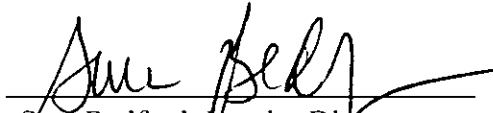
Environmental: The Paratransit Program encourages shared ride transportation that decreases levels of air pollution and lessens traffic congestion.

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Social Equity: Paratransit funds will make services accessible for residents who due to age or disability would not be able to have access. Access to services will improve the quality of life for paratransit participants.

For questions regarding this report, please contact Hakeim McGee, Senior Services Supervisor at 510-238-2311.

Respectfully submitted,


Sara Bedford, Interim Director
Department of Human Services

Reviewed by: Tammy Siu, Manager
DHS -Aging & Adult Service Division

Prepared by: Hakeim McGee, Supervisor

Attachment A - Customer Satisfaction Survey and Results for FY 2011-2012

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Attachment A

CITY OF OAKLAND PARATRANSIT (510) 238-3036

ANNUAL SURVEY

(This survey is not from or for East Bay Paratransit)

Let's begin!

Personal Information

1. What is your age? Range from 23-105

2. What is your gender? Male – 17% Female – 83%

3. What zip code do you live in?

Highest are 17% in 94611 and 13% in 94612. Lowest are 5% in 94619 & 2% in 94618.

Service Information

4. What is the primary purpose of your trips?

Shopping - 61% Medical – 87% Social – 25% Recreation – 19% Business – 2%

5. How many minutes do you wait on the phone to request a ride?

10 minutes or less - 80% Over 10 minutes – 20%

6. Are your rides on time?

Always – 26% Mostly – 56% Sometimes – 14% Seldom – 2% Never – 1%
No Response – 1%

7. Are the vehicles clean and in good condition?

Always – 38% Mostly – 46% Sometimes – 13% Seldom – 1% Never – 1%
No Response – 1%

8. Are the drivers helpful and friendly?

Always – 33% Mostly – 43% Sometimes – 20% Seldom – 2% Never – 1%
No Response – 1%

9. Do the drivers operate the vehicles safely?

Always – 55% Mostly – 37% Sometimes – 6% Seldom – 1% Never – 0%
No Response – 1%

10. Have you seen drivers do any of the following during your rides?

Speed – 8% Talk on Cell Phone – 34% Drive Recklessly – 4%
Ignore Stop Signs – 2% Not Wear Seatbelt – 5%

11. How long are your trips on average in minutes?

5–10 minutes – 7% 10–15 minutes – 28% 15–20 minutes – 34%
20–25 minutes - 16% 25 or more minutes – 13% No response – 2%

Service Improvements - Written Comments

12. How can we better serve your transportation needs or improve our service?

Most common responses:

- More taxi scrips would be very helpful.
- Keep on being nice to the passengers.
- More van vouchers.
- More Sunday van service.

13. What do you like best about Oakland Paratransit?

Most common responses:

- Convenience and affordable.
- The attitude of every one connected to this service is outstanding.
- Safe, reliable and considerate.
- Allows me to travel and not depend on others.

14. What is your overall satisfaction with City of Oakland Paratransit service?

Excellent – 32% Very Good - 40% Good – 18% Fair – 5% Poor – 1%
No Response – 4%

Conclusion of Survey

15. Your Name: (optional) _____

Thank you for your responses!

Please return the survey in the enclosed pre-stamped envelope.

FILED
OFFICE OF THE CITY CLERK
OAKLAND

2013 MAY 15 AM 11:07

Approved as to Form and Legality


City Attorney

OAKLAND CITY COUNCIL

RESOLUTION No. _____ C.M.S.

A RESOLUTION AUTHORIZING THE CITY ADMINISTRATOR TO APPLY FOR, ACCEPT, AND APPROPRIATE MEASURE B PASS-THROUGH FUNDS IN THE AMOUNT OF \$947,481 AND MEASURE B GAP GRANT FUNDS UP TO \$92,500 FROM THE ALAMEDA COUNTY TRANSPORTATION COMMISSION (ACTC) FOR FISCAL YEAR 2013-2014 TO PROVIDE PARATRANSIT SERVICES; AND AUTHORIZING THE CITY ADMINISTRATOR TO NEGOTIATE AND EXECUTE REIMBURSEMENT AGREEMENTS IN AMOUNTS OF: 1) \$380,000 TO V.I.P. EXPRESS TRANSPORT, INC., 2) \$200,000 TO FRIENDLY TRANSPORTATION, INC. DBA FRIENDLY TRANSPORTATION, FRIENDLY CAB COMPANY, METRO YELLOW CAB COMPANY AND YELLOW CAB COMPANY, AND 3) \$200,000 TO VETERANS TRANSPORTATION, INC. DBA VETERANS TRANSPORTATION AND VETERANS CAB COMPANY; AND AUTHORIZING THE CITY ADMINISTRATOR TO EXECUTE AMENDMENTS TO THE AGREEMENTS FOR ANY ADDITIONAL AMOUNTS RECEIVED UNDER MEASURE B OR REALLOCATION OF FUNDS WITHOUT RETURNING TO CITY COUNCIL

WHEREAS, voters in Alameda County passed the new Measure B in November 2000, thereby providing sales tax revenues for paratransit services; and

WHEREAS, Measure B funds will be required by the City of Oakland for Fiscal Year 2013-2014 for the purpose of providing subsidized transportation by taxi or by van to the elderly and persons with disabilities who are deemed unable to use public transit; and

WHEREAS, the City of Oakland has been in the past and continues to be an eligible recipient for Alameda County Measure B funds; and

WHEREAS, the City of Oakland Adopted Policy Budget for Fiscal Year 2013-2014 includes Measure B fund appropriation in Measure B Paratransit – ACTC Fund (2213), Oakland Paratransit for the Elderly, Disabled Organization (75621), and OPED Administration Project (G462410), OPED Taxi Project (G462420), OPED Van Project (G462430); and

WHEREAS, a full waiver of all Central Services Overhead charges, in an estimated amount of \$80,031 is necessary due to limited funding and administrative cost restrictions; and

WHEREAS, the RFQ/RFP process is not applicable because these agreements are not professional services contracts and the City of Oakland enters agreements on a non-exclusive basis, with any taxi and van companies that provide paratransit services for the elderly and disabled, have a minimum fleet of five or more vehicles, permitted to provide taxi service in Oakland, and meet the City's other requirements for paratransit services; and

WHEREAS, the City desires to maintain this service without interruption; and

WHEREAS, the City lacks the fleet, the van equipment and the support structure to operate this service with City employees and has never provided or operated such a service; and

WHEREAS, all of the companies for which agreement authorization is being requested meet the City's requirements for paratransit services; and

WHEREAS, the City wishes to enter into agreements with the following paratransit providers for the amounts as specified below:

- V.I.P. Express Transport, Inc., \$380,000
- Friendly Transportation, Inc. dba \$200,000
 Friendly Transportation, Friendly Cab Company,
 Metro Taxicab Company and Yellow Cab Company
- Veterans Transportation, Inc. dba \$200,000
 Veterans Transportation and Veterans Cab Company

; now, therefore, be it

RESOLVED: That the City Administrator or her designee is hereby authorized to accept Measure B Pass-Through funds in the amount of \$947,481 and Measure B Gap Grant funds up to \$92,500 for the Oakland Paratransit Program to be deposited into Measure B – Paratransit – ACTC Fund (2213), Oakland Paratransit for the Elderly and Disabled organization (75621) and should additional funds become available, the City Administrator is authorized to appropriate same to Measure B – Paratransit – ACTC Fund (2213), Oakland Paratransit for the Elderly and Disabled organization (75621) for the purposes described above; and be it

FURTHER RESOLVED: That the City Administrator is authorized to enter into reimbursement agreements with the following paratransit providers for the amounts as specified below:

- V.I.P. Express Transport, Inc., \$380,000
- Friendly Transportation, Inc. dba \$200,000
 Friendly Transportation, Friendly Cab Company,
 Metro Taxicab Company and Yellow Cab Company
- Veterans Transportation, Inc. dba \$200,000
 Veterans Transportation and Veterans Cab Company

; and be it

FURTHER RESOLVED: That the City Administrator is authorized to execute amendments to the agreements with the service providers for any additional amounts received under Measure B or reallocation of funds without returning to City Council; and be it

FURTHER RESOLVED: That fees collected by Oakland Paratransit for the Elderly and Disabled (OPED) in conjunction with the sale of van vouchers and taxi scrip to OPED clients be appropriated in accordance with the terms of the existing contracts, for the exclusive use of OPED; and be it

FURTHER RESOLVED: That all Central Services Overhead charges, in an estimated amount of \$80,031 are hereby waived as is required for this program for FY 2013-2014 due to limited funding and administrative cost restrictions for grant funding; and be it

FURTHER RESOLVED: That the City Administrator or her designee is hereby authorized and directed to apply for, conduct all negotiations, execute and submit all documents including but not limited to claims, applications, agreements, amendments, modifications, and payment requests, to conduct all related actions that may be necessary for the completion of the delivery of Measure B taxi and van service to the elderly and disabled.

IN COUNCIL, OAKLAND, CALIFORNIA, _____

PASSED BY THE FOLLOWING VOTE:

AYES - BROOKS, GALLO, GIBSON MCELHANEY, KALB, KAPLAN, REID, SCHAAF and
PRESIDENT KERNIGHAN

NOES -

ABSENT -

ABSTENTION -

ATTEST: _____
LATONDA SIMMONS
City Clerk and Clerk of the Council
of the City of Oakland, California